

## All SP systems

**SP**

### Troubleshooting Guide

System

SRS Troubleshooting Guide

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## Document description

This document describes tools and procedures for resolving problems in the SRS installation and configuration process.

## General and product-specific safety information

Follow the general and product-specific safety guidelines when performing maintenance and service work.

## Screenshots & graphics

Screenshots and graphics within this document are only examples.

Not all configurable combinations and variants are described in this document.

This document describes the general troubleshooting principles and refers to the most common configuration.

## Abbreviations, definitions

Abbreviation	Description
BU	Business Unit
CA	Computer Associates
CSE	Customer Service Engineer
CS SD GUI	Customer Services Software Delivery Graphic User Interface
CS ML	Customer Services Material Logistics
EPS	Enhanced Productivity Services e.g. Virus Protection
FTP	File Transfer Protocol
HP	Hewlett Packard
HQ	Headquarters
ISDN	Integrated Services Digital Network
LAN	Local Area Network
MNP	Managed Node Package a versioned collection of System Management software and support files for a Medical Solutions system
NAT	Network Address Translation

Abbreviation	Description
PCT	Pre-Connect Tool
PM	Project Manager
SRS	Siemens Remote Service
VPN	Virtual Private Network

## Troubleshooting the router connection

### 1. IP connection to the SRS server fails

Assume the figure below displays an example configuration on a customer's site. The system reports via the customer router 157.163.200.223 (syngo system and router are in the same network) to the SRS server in Fürth/Germany, IP 194.138.39.18.

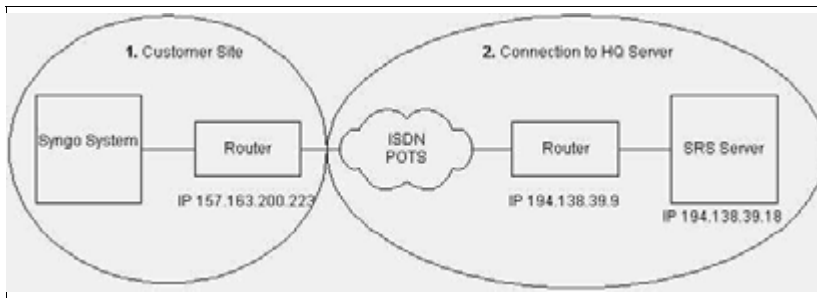


Fig. 1: Siemens Remote Service concept

- Set remote access mode to limited access or limited access permanent.
- Open a command interpreter such as "cmd.exe" or local service "Utilities/Escape to OS".
- In the command line, enter the command, based on your access server IP address (example, Fürth/ Germany) "tracert 194.138.39.18".

Based on the IP addresses displayed in the figure above, the tracert command as described in SRS - configuration, section 5, connectivity test, may signalize one of the following three connection failures. Please be aware that the output differs if the syngo system and the SRS router are not in the same network.

#### Error example 1:

The system cannot reach the SRS router at the customer's site.

C:\tracert 194.138.39.18				
Tracing route to 194.138.39.18 over a maximum of 30 hops.				
1	*	*	*	Request timed out
2	*	*	*	Request timed out
n	*	*	*	Request timed out
				Destination host unreachable
Trace completed				

#### Reason for error:

1. Default gateway or static route not correctly defined on the system.
2. Customer router not correctly installed or configured.
3. Hospital routing is incorrect if the system and router are not in the same network.

## What to do:

1. Re-check SRS configuration
  - Check static route whether configured with the command "route print" to the command interpreter or
  - Ask the hospital administrator for configuration of the gateway.

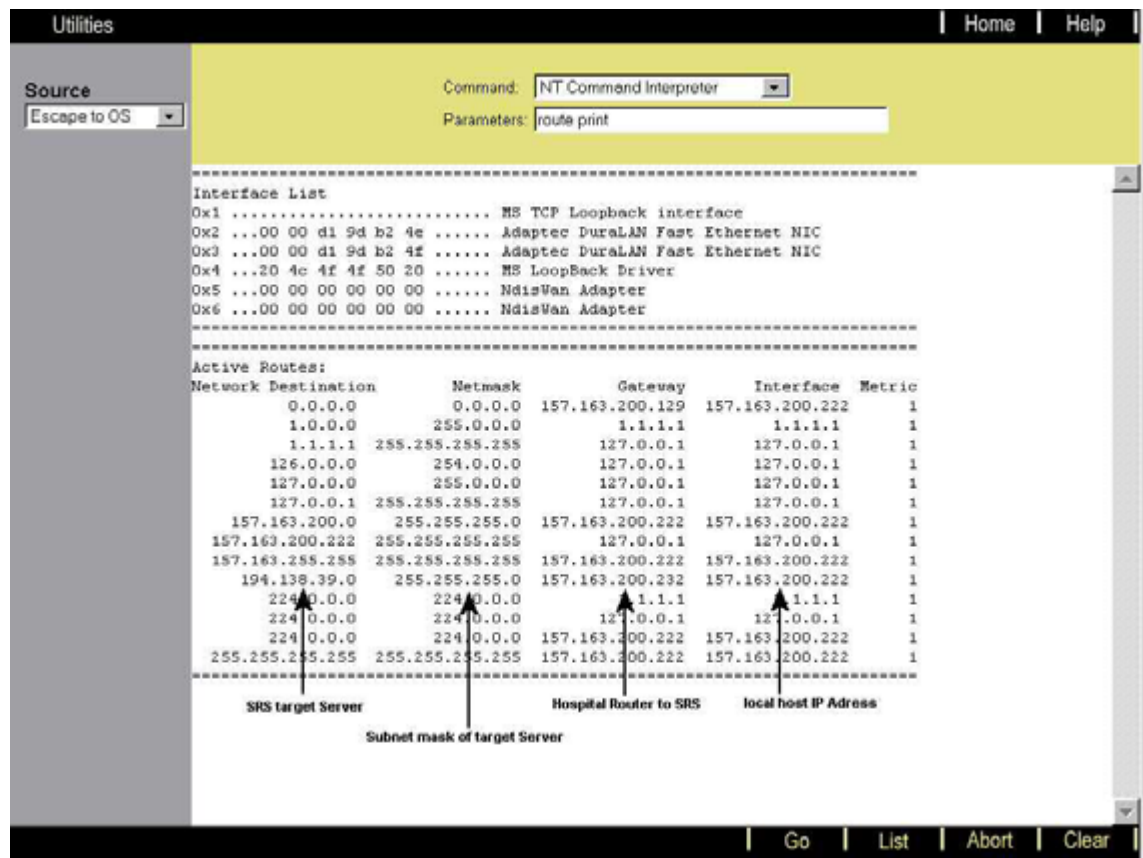


Fig. 2: Route print

2. Check installation and configuration of the SRS router.

The router has to be powered up and the Ethernet cable plugged in. On Cisco routers a LNK LED (green) located next to the Ethernet connector indicates whether the Ethernet cable is properly connected. If the LED is off, you might be using the wrong cable (cross cable/straight cable). Some routers are equipped with a button to cross over the input signal. Press the button and check if the LNK LED lights up.

3. Contact the hospital network administrator to check the routing within the hospital.

- Contact the SRS Help Desk, see Additional Information, for the router configuration.

#### Error example 2:

The system can reach the customer router but not the SRS router, e.g. the SRS router in Fürth 194.138.39.9 the HQ. The connection should be established from the modality to the router in the hospital, to the SRS router, or to the SRS access server.

C:\tracert 194.138.39.18				
Tracing route to 194.138.39.18 over a maximum of 30 hops.				
1	10ms	<10ms	<10ms	157.163.200.223
2	*	*	*	Request timed out
n	*	*	*	Request timed out
157.163.200.232 reports:				Destination host unreachable
Trace completed				

#### Reason for Error:

- The SRS router at the HQ is not configured correctly.
- Customer router is not configured properly.
- Wrong phone extension or phone line does not allow dial-out calls.
- Remote access mode is not set to limited access or limited access permanent.

#### What to do:

- Contact the hospital network administrator or the SRS Help Desk, see Additional Information, depending on who configured the router.
- Call the Uptime Service Center for support.

#### Error example 3:

The modality can reach the SRS router 194.138.39.9 (e.g. Fürth) at HQ but fails to contact the SRS access server 194.138.39.18 (e.g. Fürth).



<b>C:\tracert 194.138.39.18</b>				
<b>Tracing route to 194.138.39.18 over a maximum of 30 hops.</b>				
1	10ms	<10ms	<10ms	157.163.200.232
2	200ms	<200ms	<200ms	194.138.39.9
n	*	*	*	Request timed out
157.163.200.232 reports:				Destination host unreachable
Trace completed				

## Reason for Error:

1. Settings on the SRS server are incorrect.
2. The server is not accessible.

## What to do:

- Call the SRS Help Desk, see Additional Information, to check the system configuration on the SRS server.

## 2. FTP transfer fails

IP connection to the SRS server is ok, but the functional check of the FTP transfer fails.

### Reason for Error:

- The FTP configuration is incorrect.
- The FTP port may be blocked by the firewall in the hospital network.

### What to do:

- Check SRS target (host selection).  
Go to "Local service/Configuration/FTP (RDIAG)" and check the IP address for your access server.
- Check the FTP account and password settings.  
Go to Configuration FTP target --> Local service --> Configuration --> FTP (RDIAG).  
FTP account: rdiagftp  
Password: see the Passwords chapter in "Additional information".
- Contact the hospital administrator to check whether the FTP port is blocked.

## 3. Access to CS knowledge base fails

The intranet address entered from the CS knowledge base is not reachable.

### Reason for Error:

- The intranet address entered is incorrect.
- The Internet Explorer configuration is incorrect.

**What to do:**

- Check intranet address.

Please note: the intranet address is an “https” connection.

- Check the intranet configuration as described in the CS knowledge database section in this document.

## Handling the Pre-Connect Tool

The following chapters describe the handling of the SRS Pre-Connect Tool in cases of installation or configuration problems.

### NOTE

**It is strictly forbidden to install the Pre-Connect Tool on medical systems.**

## Check all prerequisites

Before use the Siemens Pre-Connect Tool (PCT), check the following prerequisites:

- Check to make sure all the system network information required is on hand:
  - System IP address
  - If NAT is being used, make note of the system's NAT IP address.  
If you are not sure, ask the network administrator from the hospital or ask the SRS Help Desk; see "Additional Information".
  - Subnet mask
  - Gateway IP address
- The Pre-Connect Tool must be installed on the CSE's service laptop.  
The SRS Pre-Connect Tool is available in the Intranet; see "Additional Information".

### NOTE

**Every time the Pre-Connect Tool is started up, it checks to see whether:**

- a new version of the Pre connect tool is available
- a new version of the product model database is available

**If one of these is the case, the tool restarts automatically.**

**Please confirm the restart messages to ensure that the correct settings are loaded.**

**For any questions, ask the SRS Help Desk; see "Additional Information".**

## Testing procedure

1. Disconnect the network cable from the system.

**NOTE**

If there are two network cables, find out first which is the correct cable; it will be the one connected to the "DICOM" TCP/IP stack.

From the information given for the TCP/IP stack, you can find out what physical connections are present:

--> Open a windows XP command box and type the command "ipconfig /all"

In the output message of the command, look for the value "Description"

2. Connect this cable to your service laptop

3. Boot your laptop and start the PCT.

The SRS date base, which includes the TCP/IP network ports of the system (MNP agent software), will be loaded from the laptop.

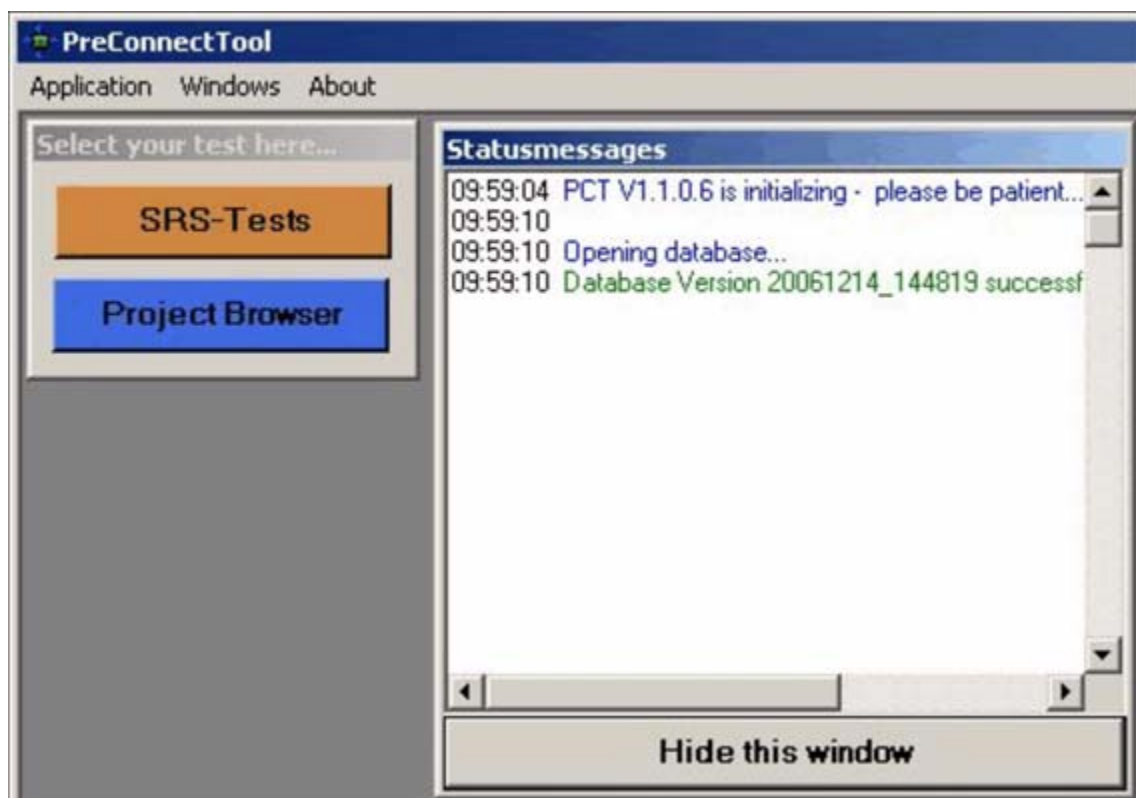


Fig. 3: Start page of Pre-Connect Tool

Continue by clicking on "Application" --> "Network Device"

4. Activate the network card by selecting the checkbox as shown in the illustration (item 1).

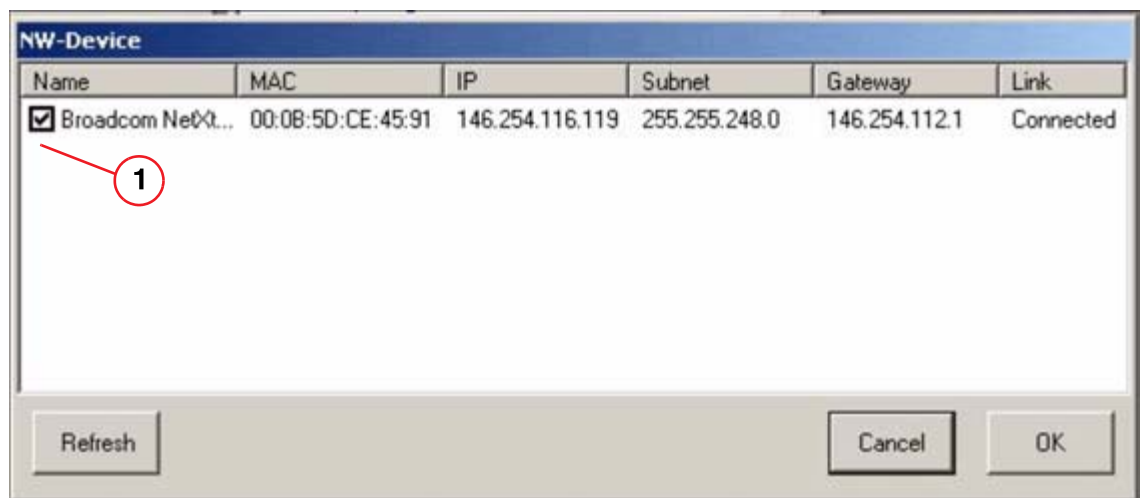


Fig. 4: Select the network card for the Pre-Connect test

Pos. 1      Checkbox to select

5. Create the "Customer Site" (site name and customer country) and click on "Create"; see illustration.

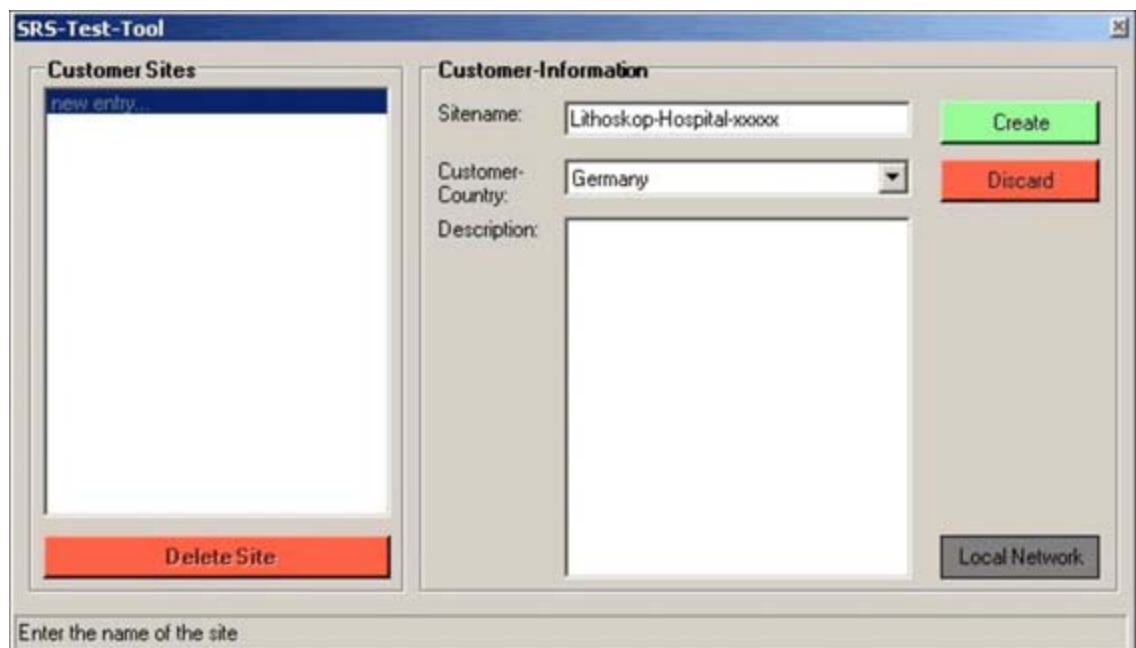


Fig. 5: Create customer site

6. After creating, click on “Local Network”; see item 1

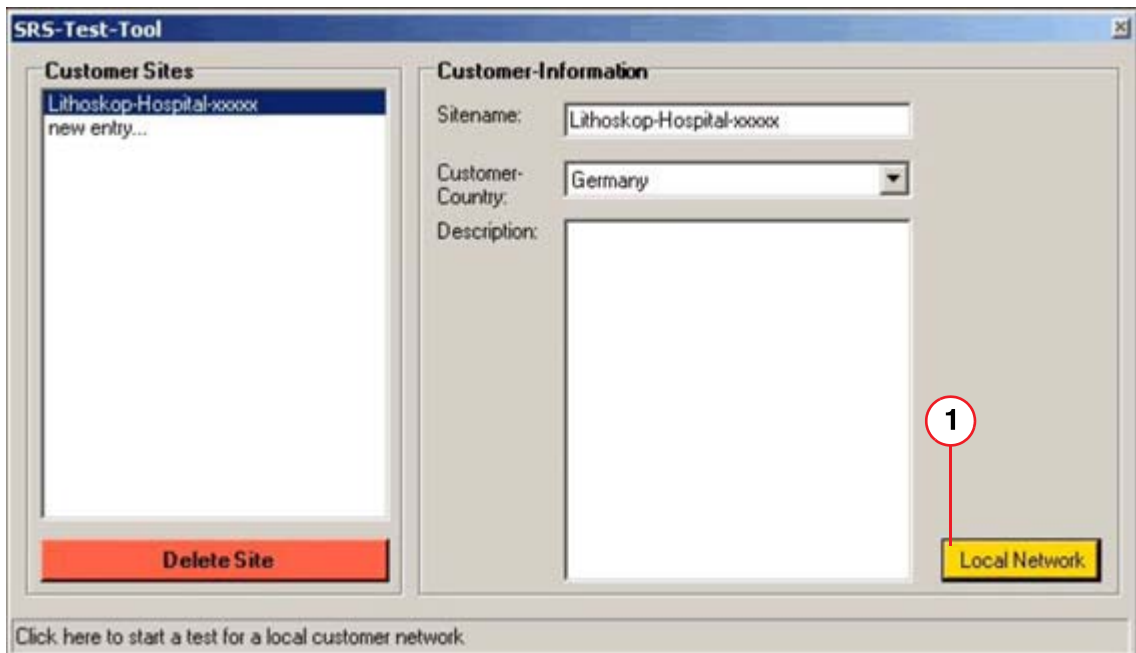


Fig. 6: Set “Local Network”

Pos. 1 Click on the “Local Network” button

7. Fill in the form with the required information; see illustration:

- network-specific (IP address, subnet mask, NAT IP address if using NAT, customer's SRS gateway) see item 1.

If you have any questions at this point, please ask the SRS Help Desk; see "Additional Information".

- system-specific (modality, product and model) see item 2

Click "Save" (see item 3), to complete the customizing

**Test Local Customer Network**

Device-info for Site: Lithoskop-Hospital-xxxxx

Modality: SP

Product: LITHOSKOP

Model: LITHOSKOP (8355088)

Modality's IP-Address:

Modality's Subnet-Mask: 255.255.255.0

Modality's NAT-IP-Address:

Customer's SRS-Gateway IP-Address:

Save Discard START TEST

Please enter the IP-address of the modality

**Needed services**

**Needed Services for the SP - LITHOSKOP (8355088)**

**Tested Services from Customer to SIEMENS**

Customer to Access-Server (194.138.39.18):

TCP - Port(s): 21

Customer to CA-Event M. (194.138.39.20):

TCP - Port(s): 1721

UDP - Port(s): 4104

TCP - Port(s): 4105

TCP - Port(s): 7001

TCP - Port(s): 8222-8235

Customer to CA-Asset M. (194.138.39.21):

TCP - Port(s): 1721

UDP - Port(s): 4104

TCP - Port(s): 4105

TCP - Port(s): 7001

TCP - Port(s): 8222-8235

Customer to CA-SW Distr. (194.138.39.22):

TCP - Port(s): 1721

UDP - Port(s): 4104

TCP - Port(s): 4105

TCP - Port(s): 4718-4724

TCP - Port(s): 7001

TCP - Port(s): 8222-8235

**Tested Services from SIEMENS to Customer**

Access-Server (194.138.39.18) to Customer:

TCP - Port(s): 80

CA-Event M. (194.138.39.20) to Customer:

TCP - Port(s): 1721

UDP - Port(s): 4104

TCP - Port(s): 4105

TCP - Port(s): 7001

TCP - Port(s): 8222-8235

CA-Asset M. (194.138.39.21) to Customer:

TCP - Port(s): 1721

UDP - Port(s): 4104

TCP - Port(s): 4105

TCP - Port(s): 7001

TCP - Port(s): 8222-8235

CA-SW Distr. (194.138.39.22) to Customer:

TCP - Port(s): 1721

UDP - Port(s): 4104

TCP - Port(s): 4105

TCP - Port(s): 4718-4724

TCP - Port(s): 7001

TCP - Port(s): 8222-8235

Hide this window

Fig. 7: Values for the test

- Pos. 1 Network values
- Pos. 2 System values
- Pos. 3 "Save" button to save all values

8. After “Save” is pressed, the following page is displayed:

**Test Local Customer Network**

Devices at Site:  
SP\_LITHOSKOP  
new entry...

Device-info for Site: Lithoskop-Hospital-xxxxx

Modality: SP

Product: LITHOSKOP

Model: LITHOSKOP (8355088)

Modality's IP-Address: 111.111.111.111

Modality's Subnet Mask: 255.255.255.0

Modality's NAT-IP-Address:

Customer's SRS-IP-Address: 111.111.111.111

**START TEST**

Please enter the IP-address of the modality

**Needed services**

**Needed Services for the SP - LITHOSKOP (8355088)**

**Tested Services from Customer to SIEMENS**

Customer to Access-Server (194.138.39.18):  
TCP - Port(s): 21

Customer to CA-Event M. (194.138.39.20):  
TCP - Port(s): 1721  
UDP - Port(s): 4104  
TCP - Port(s): 4105  
TCP - Port(s): 7001  
TCP - Port(s): 8222-8235

Customer to CA-Asset M. (194.138.39.21):  
TCP - Port(s): 1721  
UDP - Port(s): 4104  
TCP - Port(s): 4105  
TCP - Port(s): 7001  
TCP - Port(s): 8222-8235

Customer to CA-SW Distr. (194.138.39.22):  
TCP - Port(s): 1721  
UDP - Port(s): 4104  
TCP - Port(s): 4105  
TCP - Port(s): 4718-4724  
TCP - Port(s): 7001  
TCP - Port(s): 8222-8235

**Tested Services from SIEMENS to Customer**

Access-Server (194.138.39.18) to Customer:  
TCP - Port(s): 80

CA-Event M. (194.138.39.20) to Customer:  
TCP - Port(s): 1721  
UDP - Port(s): 4104  
TCP - Port(s): 4105  
TCP - Port(s): 7001  
TCP - Port(s): 8222-8235

CA-Asset M. (194.138.39.21) to Customer:  
TCP - Port(s): 1721  
UDP - Port(s): 4104  
TCP - Port(s): 4105  
TCP - Port(s): 7001  
TCP - Port(s): 8222-8235

CA-SW Distr. (194.138.39.22) to Customer:  
TCP - Port(s): 1721  
UDP - Port(s): 4104  
TCP - Port(s): 4105  
TCP - Port(s): 4718-4724  
TCP - Port(s): 7001  
TCP - Port(s): 8222-8235

Fig. 8: Values with “Start” button activated (example)

Pos. 1 “Start” button for test

Click “START TEST” to start the test.

**NOTE**

**The test takes approximately 5 - 10 minutes!**



## 9. Completing the test

If the test is successful, a green message (see item 1) is displayed.

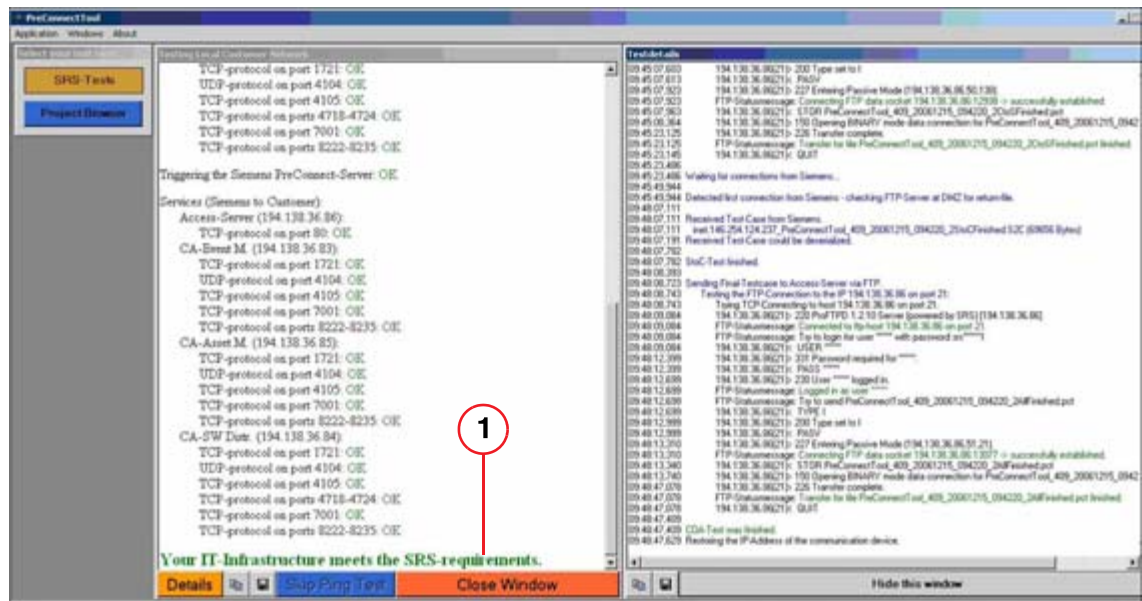


Fig. 9: Example of a successful test

Pos. 1 "Success" message with text in green

If the test is not successful, perform the following:

- save the output files to your laptop.
- show the the output files to the hospital's network administrator, to have the network settings of the the hospital network environment corrected.
- or send the files to the SRS Help Desk (see "Additional Information"), to have the network settings in the SRS environment corrected.

After the corrective actions, run the SRS test again.

## 10. Complete the test by performing the following steps:

- After the test is performed with a successful outcome, complete the test program as follows:  
click "Application" --> "Exit"
- Disconnect the network cable from the laptop
- Connect the network cable to the system (in the same position as before).

## SRS Help Desk

In case of questions or any problems, please contact one of the following Help Desks:

- SRS Help Desk worldwide  
Phone: +49 919118 8080 CODE 191  
Fax: +49 9131 84 13 7388  
E-Mail: RemoteServer.med@siemens.com  
Service days: Monday - Friday  
Service time: 7:00 AM - 10:00 PM German time
- SRS Help Desk (USA only)  
Phone: +1 919 319-2756  
E-Mail: csg.srs.med@siemens.com  
Service days: Monday - Friday  
Service time: 8:30 AM - 7:00 PM EST

### SRS Pre-Connect Tool

The SRS Pre-Connect Tool is available in the **Siemens Intranet**; see **CS homepage**:

-> For Service -> Product Information -> Siemens Remote Service -> CB-DOC ->

-> Installation -> System -> Installation Instructions -> Pre-connect Tool

## Passwords

The only password needed during the SRS configuration is the connection password for access over FTP to the SRS access server (the account is rdiagftp).

The password is listed in the Knowledge Base:

<http://www-tdkb.med.siemens.de/rootcollection;internal&action=tdkb.action>

Use the “Search in KB” button with the “**Type of Information**” checkbox set to “[P]**Password List**” to get the current passwords for your BU.



**Changes to previous version**

Initial version